

COMMISSIONERS
KRISTIN K. MAYES - Chairman
GARY PIERCE
PAUL NEWMAN
SANDRA D. KENNEDY
BOB STUMP



0000104063

ARIZONA CORPORATION COMMISSION

October 20, 2009

GENERAL

To: Docket Control

RE: Global Water – Santa Cruz - Customer Comments

Docket Nos.: SW-20445A-09-0077, W-02450A-09-0081, W-20446A-09-0080, W-01732A-09-0079, W-02451A-09-0078 and W-01212A-09-0082

Please docket the attached 22 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED
OCT 20 2009

DOCKETED BY	
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RECEIVED
2009 OCT 20 PM 4:39
Arizona Corporation
Commission
Docket Control

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81776

Date: 9/14/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Maureen** **Stinemetz**

Account Name: Maureen Stinemetz

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Maureen Stinemetz [mailto:[REDACTED]]
Sent: Saturday, September 12, 2009 10:42 AM
To: Utilities Div - Mailbox
Subject: water rate hike in Maricopa

why do I have to pay for Global Water's rate hike when they were not being responsible in spending their money. Their company isn't even that old to be making upgrades, that they want me to pay. I am opposed to any and all rate hikes for Global Water in Maricopa, AZ. Docket Numbers SW20445A-09-0077 W-02451A-09-0078 W-01732A-09-0079 W-20446A-09-0088 W-02450A-09-0081 W-01212A-09-0082

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

September 14, 2009

Maureen Stinemetz
Maricopa, AZ

RE: GLOBAL WATER - PALO VERDE UTILITIES COMPANY
DOCKET NO. SW-20445A-09-0077

RE: VALENCIA WATER COMPANY - GREATER BUCKEYE DIVISION
DOCKET NO. W-02451A-09-0078

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RE: WILLOW VALLEY WATER COMPANY
DOCKET NO. W-01732A-09-0079

RE: GLOBAL WATER - SANTA CRUZ WATER COMPANY
DOCKET NO. W-20446A-09-0080

RE: WATER UTILITY OF GREATER TONOPAH
DOCKET NO. W-02450A-09-0081

RE: VALENCIA WATER COMPANY - TOWN DIVISION
DOCKET NO. W-01212A-09-0082

¶Your opinion regarding the Global Water - Palo Verde Utilities Company ("Palo Verde") and Global Water - Santa Cruz Water Company ("Santa Cruz") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Palo Verde and Santa Cruz application.

¶The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

¶Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

¶Sincerely,

¶Carmen Madrid
¶Public Utility Consumer Analyst
¶Utilities Division

Filed in docket numbers .
DOCKET NO. SW-20445A-09-0077
DOCKET NO. W-02451A-09-0078
DOCKET NO. W-01732A-09-0079
DOCKET NO. W-20446A-09-0080
DOCKET NO. W-02450A-09-0081
DOCKET NO. W-01212A-09-0082
End of Comments

Date Completed: 10/20/2009

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2009 82506

Date: 10/20/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: John O.

Dietrich, Jr.

Account Name: John O. Dietrich, Jr.

Home: (000) 000-0000

Street: 42298 W. Sparks Drive

Work:

City: Maricopa

CBR:

State: AZ Zip: 85239

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone: (623) 518-4137

Nature of Complaint:

***** SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082 *****

Customer sent the following -

202 Jeagle Road
Johnstown, NY 12095
October 13, 2009

Arizona Corporation Commission
Utilities Division
12009 W Washington Street
Phoenix, AZ 85007-2996

Dear Sirs,

Re; Docket Numbers SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081 & W-01212A-09-0082

I own property at 42298 W. Sparks Drive in Maricopa. The proposed rate increases applied for by Global Water and their subsidiaries trouble me. Rate increases of the magnitude proposed are counter productive to the economic recovery of the Maricopa area. The downturn in the overall economy has seen an unprecedented rate of property foreclosures. Rate increases of 119% to 500% will not only impact individual budgets, but it will also greatly impact our HOA budget and common area maintenance costs. This will lead to increased HOA fees and cause a double burden on the homeowner. These increases will undoubtedly lead to more foreclosures. With more foreclosures comes decreased water and sewer use which will cause a revenue shortfall for these important utilities. I urge you to consider the economic impact on the homeowner, the Maricopa area and the utilities when acting on these rate requests.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely yours,

John O. Dietrich, Jr.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 10/20/2009

Opinion No. 2009 - 82506

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No. 2009** **82471** **Date:** 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** **Last:**
Rosa **Petell**

Account Name: Rosa Petell **Home:** (000) 000-0000

Street: 42790 W. Hillman Court **Work:**

City: Maricopa **CBR:**

State: AZ **Zip:** 85138 **is:**

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco **Contact Phone:** (623) 518-4137

Nature of Complaint:

***** SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082 *****

Customer sent the following -

To: Arizona Corporation Commission
Utilities Division
1200 W. Washington Street
Phoenix, Arizona 85007-2996

Re: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

The proposed increase will have a financial impact on my personal budget as well as my Homeowners Association budget. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make conditions worse.

The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

there are no plans to improve existing, or build new, infrastructures.

Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetics are the "first impression" of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests and potential buyers.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 10/19/2009

Opinion No. 2009 - 82471

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No. 2009** **82470**

Date: 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
 J. **Wittenberg**

Account Name: J. Wittenberg **Home:** (000) 000-0000

Street: 43668 W. Elm Drive **Work:**

City: Maricopa **CBR:**

State: AZ **Zip:** 85138 **is:**

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: Patty Greco **Contact Phone:** (623) 518-4137

Nature of Complaint:

***** SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082 *****

Customer sent the following -

To: Arizona Corporation Commission
Utilities Division
1200 W. Washington Street
Phoenix, Arizona 85007-2996

Re: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

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UTILITY COMPLAINT FORM

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End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 10/19/2009

Opinion No. 2009 - 82470

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2009 **82469** **Date:** 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
 Kristie and Marc **Pierson**

Account Name: Kristie and Marc Pierson **Home:** (000) 000-0000

Street: 42169 W. Chisholm Drive **Work:**

City: Maricopa **CBR:**

State: AZ **Zip:** 85139 **is:**

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: Patty Greco **Contact Phone:** (623) 518-4137

Nature of Complaint:

***** SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082 *****

Customer sent the following -

To: Arizona Corporation Commission
Utilities Division
1200 W. Washington Street
Phoenix, Arizona 85007-2996

Re: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 10/19/2009

Opinion No. 2009 - 82469

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2009 **82468**

Date: 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
 Carol **McRae**

Account Name: Carol McRae **Home:** (000) 000-0000

Street: 44014 W. McCord Drive **Work:**

City: Maricopa **CBR:**

State: AZ **Zip:** 85138 **is:**

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco **Contact Phone:** (623) 518-4137

Nature of Complaint:

***** SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082 *****

Customer sent the following -

To: Arizona Corporation Commission
Utilities Division
1200 W. Washington Street
Phoenix, Arizona 85007-2996

Re: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 10/19/2009

Opinion No. 2009 - 82468

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2009 **82466** **Date:** 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
 Richard D. **Crew, Sr.**

Account Name: Richard D. Crew, Sr. **Home:** (000) 000-0000

Street: 44809 W. Desert Garden Rd., **Work:**

City: Maricopa **CBR:**

State: AZ **Zip:** 85139 **is:**

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: Patty Greco **Contact Phone:** (623) 518-4137

Nature of Complaint:

***** SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082 *****

Customer sent the following -

To: Arizona Corporation Commission
Utilities Division
1200 W. Washington Street
Phoenix, Arizona 85007-2996

Re: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 10/19/2009

Opinion No. 2009 - 82466

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2009 **82465** **Date:** 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** Timothy J. **Last:** Bettner

Account Name: Timothy J. Bettner **Home:** (000) 000-0000

Street: 43340 W. Rio Bravo Drive **Work:**

City: Maricopa **CBR:**

State: AZ **Zip:** 85138 **is:**

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco **Contact Phone:** (623) 518-4137

Nature of Complaint:

***** SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082 *****

Customer sent the following -

To: Arizona Corporation Commission
Utilities Division
1200 W. Washington Street
Phoenix, Arizona 85007-2996

Re: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 10/19/2009

Opinion No. 2009 - 82465

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2009 **82464** **Date:** 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** James **Last:** Wedeward

Account Name: James Wedeward **Home:** (480) 242-5137

Street: 43874 W. Carey **Work:**

City: Maricopa **CBR:**

State: AZ **Zip:** 85239 **is:**

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco **Contact Phone:** (623) 518-4137

Nature of Complaint:

***** SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082 *****

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To: Arizona Corporation Commission
Utilities Division
1200 W. Washington Street
Phoenix, Arizona 85007-2996

Re: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077
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UTILITY COMPLAINT FORM

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 10/19/2009

Opinion No. 2009 - 82464

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2009 **82463**

Date: 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Robert**

Nadel

Account Name: Robert Nadel

Home: (000) 000-0000

Street: 42464 W. Oakland Drive

Work:

City: Maricopa

CBR:

State: AZ **Zip:** 85138

is:

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: Patty Greco

Contact Phone: (623) 518-4137

Nature of Complaint:

***** SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082 *****

Customer sent the following -

To: Arizona Corporation Commission
Utilities Division
1200 W. Washington Street
Phoenix, Arizona 85007-2996

Re: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

The proposed increase will have a financial impact on my personal budget as well as my Homeowners Association budget. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make conditions worse.

The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

there are no plans to improve existing, or build new, infrastructures.

Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetics are the "first impression" of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests and potential buyers.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 10/19/2009

Opinion No. 2009 - 82463

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2009 **82462** **Date:** 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
 Harvey **Davis**

Account Name: Harvey Davis **Home:** (000) 000-0000

Street: 22187 N. O'Sullivan Drive **Work:**

City: Maricopa **CBR:**

State: AZ **Zip:** 85138 **is:**

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: Patty Greco **Contact Phone:** (623) 518-4137

Nature of Complaint:

***** SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082 *****

Customer sent the following -

To: Arizona Corporation Commission
Utilities Division
1200 W. Washington Street
Phoenix, Arizona 85007-2996

Re: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

The proposed increase will have a financial impact on my personal budget as well as my Homeowners Association budget. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make conditions worse.

The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

there are no plans to improve existing, or build new, infrastructures.

Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetics are the "first impression" of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests and potential buyers.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 10/19/2009

Opinion No. 2009 - 82462

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No. 2009** **82461** **Date:** 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** **Last:**
Joseph **Vissek**

Account Name: Joseph Vissek **Home:** (000) 000-0000

Street: 2177 N. Reis Drive **Work:**

City: Maricopa **CBR:**

State: AZ **Zip:** 85238 **is:**

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco **Contact Phone:** (623) 518-4137

Nature of Complaint:

***** SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081,
W-01212A-09-0082 *****

Customer sent the following -

To: Arizona Corporation Commission
Utilities Division
1200 W. Washington Street
Phoenix, Arizona 85007-2996

Re: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

The proposed increase will have a financial impact on my personal budget as well as my Homeowners Association budget. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make conditions worse.

The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

there are no plans to improve existing, or build new, infrastructures.

Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetics are the "first impression" of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests and potential buyers.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 10/19/2009

Opinion No. 2009 - 82461

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2009 **82460**

Date: 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

James

Wedeward

Account Name:

James Wedeward

Home: (480) 242-5137

Street:

45058 W. Gavilan

Work:

City:

Maricopa

CBR:

State:

AZ

Zip: 85239

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Patty Greco

Contact Phone: (623) 518-4137

Nature of Complaint:

***** SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082 *****

Customer sent the following -

To: Arizona Corporation Commission
Utilities Division
1200 W. Washington Street
Phoenix, Arizona 85007-2996

Re: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

The proposed increase will have a financial impact on my personal budget as well as my Homeowners Association budget. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make conditions worse.

The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

there are no plans to improve existing, or build new, infrastructures.

Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetics are the "first impression" of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests and potential buyers.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 10/19/2009

Opinion No. 2009 - 82460

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2009 **82467**

Date: 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
 Erich **Weisman**

Account Name: Erich Weisman **Home:** (000) 000-0000

Street: 22373 N. Van Loo **Work:**

City: Maricopa **CBR:**

State: AZ **Zip:** 85238 **Is:**

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: Patty Greco **Contact Phone:** (623) 518-4137

Nature of Complaint:

***** SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082 *****

Customer sent the following -

To: Arizona Corporation Commission
Utilities Division
1200 W. Washington Street
Phoenix, Arizona 85007-2996

Re: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

The proposed increase will have a financial impact on my personal budget as well as my Homeowners Association budget. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make conditions worse.

The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

there are no plans to improve existing, or build new, infrastructures.

Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetics are the "first impression" of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests and potential buyers.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 10/19/2009

Opinion No. 2009 - 82467

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82482

Date: 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By:

Katherine & Robbie

Barnela

Account Name:

Katherine & Robbie Barnela

Home: (000) 000-0000

Street:

[REDACTED]

Work:

City:

Maricopa

CBR:

State:

AZ

Zip: 85128

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

From: Cathy B [mailto:[REDACTED]]
Sent: Friday, October 16, 2009 1:10 PM
To: Utilities Div - Mailbox
Subject: Global Water Rate Increase

Re:Global Water Rate Increase

Docket Numbers:

SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

In the manner of aforementioned docket numbers, I the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do heareby oppose the proposed increase from Global Water for the following reasons:

Wait a minute...this is the first paragraph from a sample letter I recieved. I could be all wordy and say intellectual things that might be overlooked...so I am going to give you the facts of how this will impact my family.

Higher electric prices, increase in mortgage, increase in property taxes, increase in healthcare costs, job putting me back to part time, now water/sewer...we will have to walk away from our home as we are just making it by now. Please don't let it happen!

Thank you for listening,

Catherine and Ronnie Barnella

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

██████████
Maricopa, AZ ██████████

☐☐☐
V)"(V
(☐☐) Cathy Barnella
End of Complaint

Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed toward Global Water-Santa Cruz Water Company - Docket Nos.:
SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081,
W-01212A-09-0082 FILE CLOSED.

End of Comments

Date Completed: 10/19/2009

Opinion No. 2009 - 82482

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82483

Date: 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Bill & Sharon** **Thompson**

Account Name: Bill & Sharon Thompson

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Maricopa

CBR: [REDACTED]

State: AZ Zip: 85238

is: E-Mail

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Sherry Thompson [mailto:[REDACTED]]
Sent: Saturday, October 17, 2009 9:19 AM
To: Utilities Div - Mailbox
Subject: From a Maricopa Homeowner

Bill and Sherry Thompson
[REDACTED], Maricopa, AZ 85238
[REDACTED]
Email: S [REDACTED]

October 17, 2009

Arizona Corporation Commission
Utilities Division
1200 W. Washington St.
Phoenix, AZ 85007-2996

RE: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077
 W-02451A-09-0078
 W-01732A-09-0079
 W-20446A-09-0080
 W-02450A-09-0081
 W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

· The proposed increase will have a financial impact on my personal budget as well as my Homeowners Association budget. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make conditions worse.

· The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and there are no plans to improve existing, or build new infrastructures.

· Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetics are the "first impression" of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests and potential buyers.

Please consider our request when making your decision in this matter.

Respectfully,

Bill and Sharon Thompson

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/19/09 I contacted Sherri Thompson and I informed her that her opinion had been received and that it will become part of the permanent file. Also that the Commissioners and staff members assigned to this case will also be getting a copy of her opinion. She appreciated the information. Closed

Filed in docket numbers .

DOCKET NO. SW-20445A-09-0077

DOCKET NO. W-02451A-09-0078

DOCKET NO. W-01732A-09-0079

DOCKET NO. W-20446A-09-0080

DOCKET NO. W-02450A-09-0081

DOCKET NO. W-01212A-09-0082

End of Comments

Date Completed: 10/19/2009

Opinion No. 2009 - 82483

SW 20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2009 **82480**

Date: 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** Teri L. **Last:** Johnson

Account Name: Teri L. Johnson

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Maricopa

CBR: [REDACTED]

State: AZ **Zip:** 85138

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: TERI L JOHNSON [mailto:[REDACTED]]
Sent: Saturday, October 17, 2009 6:16 AM
To: Utilities Div - Mailbox
Subject: Global Water Rate Increase

Docket Numbers:
SW-20445A-09-0077
W-02451A-09-0078
W01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, Teri L. Johnson, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

-The proposed increase will have a detrimental financial impact on my personal budget as well as my Homeowners Association budget. I have been subjected to an employer-mandatory furlough program this calendar year resulting in personal financial difficulties. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make conditions worse.

-The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and there are no plans to improve existing, or build new, infrastructures.

-Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetics are the "first impression" of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors and potential buyers.

Thank you for your thoughtful consideration regarding this matter.

Sincerely,

Teri L. Johnson
Homeowner
42370 W. Hillman Drive
Maricopa, AZ 85138
520-252-9791
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/19/09 I left a voicemail explaining that her opinion had been received and will become part of the permanent file. I included that this will be distributed to all Commissioners and staff members assigned to this matter. I left my telephone number in case she had any questions. Closed

Filed in docket numbers .
DOCKET NO. SW-20445A-09-0077
DOCKET NO. W-02451A-09-0078
DOCKET NO. W-01732A-09-0079
DOCKET NO. W-20446A-09-0080
DOCKET NO. W-02450A-09-0081
DOCKET NO. W-01212A-09-0082
End of Comments

Date Completed: 10/19/2009

Opinion No. 2009 - 82480

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82484

Date: 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: First: Brian Last: Hawk

Account Name: Brian Hawk

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Maricopa

CBR: [REDACTED]

State: AZ Zip: 85138

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Brian Hawk [mailto:[REDACTED]]
Sent: Saturday, October 17, 2009 9:50 AM
To: Utilities Div - Mailbox
Subject: Global Water Request for Utility Rate Change

To Whom It May Concern:

As a homeowner and resident of Rancho El Dorado and the city of Maricopa I would like to convey my objection to a recent Request for Utility Rate Change filed by Global water. Our current economic state has seemingly turned into a "Band Wagon" for corporations, Banks and scam artists to attempt to dig deeper into the wallets and purses of society. I strongly disagree with this (in my opinion) excessively requested rate increase and hope that members of the decision board take a long look at Global Waters management style and spending habits before approving and such rate increase. As customers, Global Water is responsible for working to keep our business. We (as customers) shouldn't be held as a captive participants in money gather campaigns who's efforts serve only to improve financial standings. Global Water should be helping its customers improve a collective standard of life by keeping costs down. This is how we can all work together and change our economic situation.

Thanks for your time and best regards,

Brian L Hawk
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

e-mailed the following letter to consumer:

October 19, 2009

Brian Hawk
Maricopa Az. 85138

RE: GLOBAL WATER - PALO VERDE UTILITIES COMPANY
DOCKET NO. SW-20445A-09-0077

RE: VALENCIA WATER COMPANY - GREATER BUCKEYE DIVISION
DOCKET NO. W-02451A-09-0078

RE: WILLOW VALLEY WATER COMPANY
DOCKET NO. W-01732A-09-0079

RE: GLOBAL WATER - SANTA CRUZ WATER COMPANY
DOCKET NO. W-20446A-09-0080

RE: WATER UTILITY OF GREATER TONOPAH
DOCKET NO. W-02450A-09-0081

RE: VALENCIA WATER COMPANY - TOWN DIVISION
DOCKET NO. W-01212A-09-0082

Your opinion regarding the Global Water - Palo Verde Utilities Company ("Palo Verde") and Global Water - Santa Cruz Water Company ("Santa Cruz") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Palo Verde and Santa Cruz application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent *analysis of the utility and its rate request* attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in docket numbers .
DOCKET NO. SW-20445A-09-0077
DOCKET NO. W-02451A-09-0078
DOCKET NO. W-01732A-09-0079

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

DOCKET NO. W-20446A-09-0080

DOCKET NO. W-02450A-09-0081

DOCKET NO. W-01212A-09-0082

End of Comments

Date Completed: 10/19/2009

Opinion No. 2009 - 82484

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2009 82490

Date: 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
 Marie **Farahmand**

Account Name: Marie & Bahram Farahmand

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Maricopa

CBR: [REDACTED]

State: AZ **Zip:** 85138

is: E-Mail

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Marie Farahmand [mailto:[REDACTED]]
Sent: Saturday, October 17, 2009 1:27 PM
To: Utilities Div - Mailbox
Subject: Utilities Div. RE: Global Water Rate Increase

Could you please pass this on to the appropriate department.

RE: dockets SW-20445A-09-0077
 W-02451A-09-0078
 W-017321-09-0079
 W-20446A-09-0080
 W-02450A-09-0081
 W--1212A-09-0082

As a resident of Maricopa, Arizona, in Pinal County, I oppose the proposed increases by Global Water.

- * The increases will hurt my family financially
- * My Homeowners Association will be hurt financially, since we face some of the highest rates of foreclosure and HOA delinquencies, which will ultimately affect my family
- * The increase is solely profit driven and do not propose to improve service, quality of water or improvements or additions of structures
- * Maricopa is suffering one of the hardest hits in the building & foreclosure market & higher rates will deter builders and buyers, which will ultimately affect my home's value.
- * HOA's will be forced to cut back on maintenance of common areas to absorb the higher rates, which will be reflected in the appearance of the communities thereby affecting home values.

Please decline Global Water's request for increases and help our community. Thank you.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Marie & Bahram Farahmand
[REDACTED]

Maricopa, AZ 85138
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

The following letter was sent to consumer.

October 19, 2009

Marie & Bahram Farahmand
[REDACTED]

Maricopa, AZ 85138

RE: GLOBAL WATER - PALO VERDE UTILITIES COMPANY
DOCKET NO. SW-20445A-09-0077

RE: VALENCIA WATER COMPANY - GREATER BUCKEYE DIVISION
DOCKET NO. W-02451A-09-0078

RE: WILLOW VALLEY WATER COMPANY
DOCKET NO. W-01732A-09-0079

RE: GLOBAL WATER - SANTA CRUZ WATER COMPANY
DOCKET NO. W-20446A-09-0080

RE: WATER UTILITY OF GREATER TONOPAH
DOCKET NO. W-02450A-09-0081

RE: VALENCIA WATER COMPANY - TOWN DIVISION
DOCKET NO. W-01212A-09-0082

Your opinion regarding the Global Water - Palo Verde Utilities Company ("Palo Verde") and Global Water - Santa Cruz Water Company ("Santa Cruz") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Palo Verde and Santa Cruz application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in docket numbers .

DOCKET NO. SW-20445A-09-0077

DOCKET NO. W-02451A-09-0078

DOCKET NO. W-01732A-09-0079

DOCKET NO. W-20446A-09-0080

DOCKET NO. W-02450A-09-0081

DOCKET NO. W-01212A-09-0082

End of Comments

Date Completed: 10/19/2009

Opinion No. 2009 - 82490

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2009 **82491**

Date: 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Matthew**

Murray

Account Name: Matthew Murray

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Maricopa

CBR: [REDACTED]

State: AZ **Zip:** 85138

Is: E-Mail

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: matt [mailto:[REDACTED]]
Sent: Saturday, October 17, 2009 6:18 PM
To: Utilities Div - Mailbox
Subject: Global Water rates increase

To whom it may concern,

I am writing this letter with regard to Docket Numbers:

W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

As a resident and property owner in Maricopa, Arizona, located in Pinal County, I strongly oppose the proposed Global Water rate increases. The increases will have a huge impact on not only my personal household budget, but that of my HOA, which, of course, will also be passed to me. Additionally, local businesses will be severely impacted, and will be forced to pass along the increases to an already struggling customer base.

The proposed rate increases are profit-driven so the stakeholders and investors may realize higher rates of return. the increases do not propose improvements to service, quality of water or distribution and there are no plans to improve existing, or build new infrastructure.

The city of Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetic are the "first impression" of a community and often, one of

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

the biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to resident, visitors, and potential buyers.

Thank you for your time and representation,

Matthew Murray
Maricopa, Arizona
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

The following letter was sent to consumer.

October 19, 2009

Matthew Murray
Maricopa, Arizona

RE: GLOBAL WATER - PALO VERDE UTILITIES COMPANY
DOCKET NO. SW-20445A-09-0077

RE: VALENCIA WATER COMPANY - GREATER BUCKEYE DIVISION
DOCKET NO. W-02451A-09-0078

RE: WILLOW VALLEY WATER COMPANY
DOCKET NO. W-01732A-09-0079

RE: GLOBAL WATER - SANTA CRUZ WATER COMPANY
DOCKET NO. W-20446A-09-0080

RE: WATER UTILITY OF GREATER TONOPAH
DOCKET NO. W-02450A-09-0081

RE: VALENCIA WATER COMPANY - TOWN DIVISION
DOCKET NO. W-01212A-09-0082

Your opinion regarding the Global Water - Palo Verde Utilities Company ("Palo Verde") and Global Water - Santa Cruz Water Company ("Santa Cruz") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Palo Verde and Santa Cruz application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in docket numbers .

DOCKET NO. SW-20445A-09-0077

DOCKET NO. W-02451A-09-0078

DOCKET NO. W-01732A-09-0079

DOCKET NO. W-20446A-09-0080

DOCKET NO. W-02450A-09-0081

DOCKET NO. W-01212A-09-0082

End of Comments

Date Completed: 10/19/2009

Opinion No. 2009 - 82491

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2009 **82492**

Date: 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Edward & Sharon** **Dzalak**

Account Name: Edward & Sharon Dzalak

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Maricopa

CBR: [REDACTED]

State: AZ **Zip:** 85138

is: E-Mail

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: sharon dzalak [mailto:[REDACTED]]

Sent: Sunday, October 18, 2009 10:24 AM

To: Utilities Div - Mailbox

Subject: Global Water rate increase Docket # s SW-20445A-09-0077; W-02451A-09-0078; W-01732A-09-0079; W-20446A-09-0080; W-02450A-09-0081; W-01212A-09-0082

To: Arizona Corporation Commission
Utilities Division

Re: Docket #s: SW-20445A-09-0077; W-02451A-09-0078; W-01732A-09-0079; W-20446A-09-0080; W-02450A-09-0081; W-01212A-09-0082

In the above mentioned docket numbers, we, the undersigned, residents of Maricopa Arizona, located in Pinal County do hereby oppose the proposed increases from Global Water for the following reasons:

The proposed increase will have a significant impact on our personal budget as well as our Homeowners Association budget. Our HOA is already facing significant challenges due to delinquencies and foreclosures. This increase will only serve to make conditions worse.

The proposed rate increases are purely profit driven so that major stockholders and investors will realize a higher rate of return. Global Water should have consider their rate of return before they built their "Global Water Center" in Maricopa. This building was unnecessary. The proposed increases do not include any improvements to service, quality of water or distribution. There are also no plans to improve existing or build new water infrastructures.

Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which will further diminish already reduced real estate values. Associations

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

cannot raise assessments enough to cover the increases. The associations will be forced to severely reduce maintaining green healthy landscaping. First Impressions of a community are one of our biggest and most visible amenities. If the proposed increases are granted, it will severely limit our associations' ability to maintain these amenities, creating a less than desirable appearance to residents, visitors, guests and potential buyers.

Thank you,

Edward & Sharon Dzalak

[REDACTED]
Maricopa AZ 85138
[REDACTED]
[REDACTED]

*End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

The following letter was sent to consumer.

October 19, 2009

Edward & Sharon Dzalak

[REDACTED]
Maricopa Az 85138

RE: GLOBAL WATER - PALO VERDE UTILITIES COMPANY
DOCKET NO. SW-20445A-09-0077

RE: VALENCIA WATER COMPANY - GREATER BUCKEYE DIVISION
DOCKET NO. W-02451A-09-0078

RE: WILLOW VALLEY WATER COMPANY
DOCKET NO. W-01732A-09-0079

RE: GLOBAL WATER - SANTA CRUZ WATER COMPANY
DOCKET NO. W-20446A-09-0080

RE: WATER UTILITY OF GREATER TONOPAH
DOCKET NO. W-02450A-09-0081

RE: VALENCIA WATER COMPANY - TOWN DIVISION
DOCKET NO. W-01212A-09-0082

Your opinion regarding the Global Water - Palo Verde Utilities Company ("Palo Verde") and Global Water - Santa Cruz Water Company ("Santa Cruz") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Palo Verde and Santa Cruz application.

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in docket numbers .
DOCKET NO. SW-20445A-09-0077
DOCKET NO. W-02451A-09-0078
DOCKET NO. W-01732A-09-0079
DOCKET NO. W-20446A-09-0080
DOCKET NO. W-02450A-09-0081
DOCKET NO. W-01212A-09-0082
End of Comments

Date Completed: 10/19/2009

Opinion No. 2009 - 82492

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82493

Date: 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Robert & Arlene**

Popovich

Account Name: Robert & Arlene Popovich

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Maricopa

CBR: [REDACTED]

State: AZ Zip: 85138

is: E-Mail

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Bob Popovich [mailto:[REDACTED]]
Sent: Sunday, October 18, 2009 11:34 AM
To: Utilities Div - Mailbox
Subject: rate increase for global water/city of maricopa

Commissioners:

Reference: SW20445A-09-0077 W022351A-09-0078 W02451A-09-0078
 W02446A-09-0080 W01212A-09-0082 W02340A-09-0081

My husband and I have been residents of the city of Maircopa for the past five years.

We have recently been informed about the requested water/sewer rate increase by Global Water.

We are retired and are experiencing financial hardship - as are many of our neighbors due to the unforeseen real estate collapse along with the unemployment crisis.

We respectfully request that you postpone the requested rate increases by Global Water until such time that the financial /employment bubble is improved.

We can appreciate the financial needs of ALL companies in this difficult economy, but now is NOT the time to place further burdens on the homeowners - many of whom are just barely hanging on to their homes. After all, as you know, if the homeowner is broken and more of them loose their homes, then who pays the increase rate??

Thank you for your time serving our community and a special thank you for hearing our voice on this topic.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Respectfully,

Robert C. Popovich

Arlene R. Popovich

[REDACTED]

Maricopa, Az.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

The following letter was sent to consumer.

October 19, 2009

Robert C. Popovich

Arlene R. Popovich

[REDACTED]

Maricopa, Az.

RE: GLOBAL WATER - PALO VERDE UTILITIES COMPANY

DOCKET NO. SW-20445A-09-0077

RE: VALENCIA WATER COMPANY - GREATER BUCKEYE DIVISION

DOCKET NO. W-02451A-09-0078

RE: WILLOW VALLEY WATER COMPANY

DOCKET NO. W-01732A-09-0079

RE: GLOBAL WATER - SANTA CRUZ WATER COMPANY

DOCKET NO. W-20446A-09-0080

RE: WATER UTILITY OF GREATER TONOPAH

DOCKET NO. W-02450A-09-0081

RE: VALENCIA WATER COMPANY - TOWN DIVISION

DOCKET NO. W-01212A-09-0082

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in docket numbers .

DOCKET NO. SW-20445A-09-0077

DOCKET NO. W-02451A-09-0078

DOCKET NO. W-01732A-09-0079

DOCKET NO. W-20446A-09-0080

DOCKET NO. W-02450A-09-0081

DOCKET NO. W-01212A-09-0082

End of Comments

Date Completed: 10/19/2009

Opinion No. 2009 - 82493
